

# Knox Regional Communications Center Executive Board

Wednesday  
January 10, 2018  
2:00 p.m.

A meeting of the Executive Board of the Knox Regional Communications Center took place on **Wednesday, January 10, 2018 at 2:00 p.m.** in the Knox County Emergency Management Agency Office.

**Executive Board members in attendance:** Knox County EMA Director Ray Sisk, Adam Miceli, Rockland Fire/EMS; Camden Fire Chief Chris Farley; Craig Cooley, Rockport Police Department; Rockland PD Deputy Chief Chris Young; and Ruston Barnard, Rockland Fire/EMS. **Members absent:** *Jesse Thompson, Union EMS.*

**Others in attendance:** EMA Administrative Assistant Candice Richards, Knox Regional Communications Director Linwood Lothrop, Chief Deputy Tim Carroll, Temporary Acting Deputy Communications Director Wally Tower, and County Administrator Andrew Hart.

**I. 2:00 Meeting Called To Order**

**II. 2:01 Action Items:**

1. Approval of Board Minutes of September 13, 2017
2. Approval of Board Minutes of October 18, 2017
3. Appointment of Officers:
  - Chair
  - Vice Chair
  - Secretary

**III. 2:05 Discussion Items:**

1. Overall Discussion of KRCC Operations

**IV. Other Business**

**V. Adjourn**

**I. Call to Order**

The meeting was called to order by Chair Chris Farley at 2:06 p.m.

**II. Action Items**

1. Approval of Minutes of September 13, 2017.

- Craig Cooley motioned to approve the minutes. Adam Miceli seconded the motion. A vote was taken with all in favor.

2. Approval of Minutes of October 18, 2017.

- Craig Cooley motioned to approve the minutes. Adam Miceli seconded the motion. A vote was taken with all in favor.

3. Voting in of Officers for 2018.

- Adam Miceli made a motion to approve the following members as officers for 2018: Chris Farley as Chair, Chris Young as Vice Chair, and Candice Richards as Secretary. Rusty Barnard seconded the motion. A vote was taken with all in favor.

### III. Discussion Items

#### 1. Overall Discussion of KRCC Operations.

##### Update from Wally Tower on current KRCC operations:

- He has come up with some solutions to issues, some of which are already being addressed:
  - Training issues
  - Discipline and accolades
- Law enforcement has training from day 1 that includes how to supervise, take charge of a situation, how to lead people, etc., which dispatchers do not, so they don't already have that skill set when they become supervisors. Removing dispatch from the Sheriff's Office may not have been the best idea because it removes those skills, leadership, expertise and oversight structures that are inherent in law enforcement but not in dispatch.
- Staffing – the KRCC is still understaffed, in part because one dispatcher position was reclassified to the deputy communications director position, so in the near future, more dispatcher positions will need to be added.
- Dispatchers are NOT secretaries – working with law enforcement agencies to stop using the dispatchers as their secretaries. They should not be calling dispatch and having them look up contact information or other information that the officers can access themselves.
- Rank and file is missing: you have one supervisor who works one shift and isn't in contact with the other shift. Even if there are two supervisors, that doesn't cover all 24 hours of a day.
- There are two toxic employees in dispatch but there are so many other issues that Wally can't devote as much time to dealing with them as he might otherwise. The way to deal with them is to isolate them and document their behavior since they are refusing to adjust their behavior. This method is what's taught in leadership training.
- Several employees have received letters of appreciation/recognition lately, which is helping with morale.
- Several recent employee behavioral issues were explained.
- Hearing from outside agencies that things are improving.

Brief discussion about the opinions of the Board members on how they feel Wally Tower is doing in dispatch and the changes he is implementing. Opinions were positive and members encouraged Wally to continue on the course he is on. Chief Deputy Carroll stated that he and the Sheriff are in full support of Wally continuing in dispatch for the time being because his efforts are improving the department.

##### Supervisor Vacancy Status:

January 7<sup>th</sup> was the end of the 60-day study period for the written exam. The test won't be scheduled, however, until one of the applicants returns from vacation. Whoever is promoted to the position will take the same supervisor training that Stephanie Gibbs is currently scheduled for in a couple months.

##### 2019 Budget Process:

There was a discussion about what measure of success the Budget Committee was using in reference to the improvements being made in dispatch since the issue is going to come up again during the 2019 Budget process later this year. Suggestions were made to develop a simple short-term strategic plan to spell out for the Budget Committee what goals are being made and met so they can see that progress is indeed being made.

Administrator Hart noted that he planned to have dispatch on the first quarterly budget meeting in 2018 since he felt it was the most important topic for the Committee to discuss.

Chief Farley asked to have another meeting in a month. He asked Linwood to give the Board a summary of the responsibilities of the positions in dispatch. The Budget Committee will be given a syllabus of what elements of the department have been reviewed and a short-term strategic plan. The

meeting was scheduled for Wednesday, February 14<sup>th</sup> at 2:00 p.m. It was noted that Candice will not be available to take minutes as she will be taking training in Belfast that day.

**IV. Other Business**

There was none.

**V. Adjourn**

- Craig Cooley motioned to adjourn. Adam Miceli seconded the motion. A vote was taken with all in favor.

Meeting adjourned at 3:26 p.m.

Respectfully submitted,

Candice Richards  
KRCC Executive Board Recording Secretary